

# COMMONWEALTH



Manager Guide



## Office of Diversity, Equality, & Training

The Office of Diversity, Equality, and Training (ODET) is responsible for the development and implementation of policies, procedures, and programs to promote and monitor statewide workforce management in the areas of equal employment opportunity, affirmative action, retention, inclusion, and diversity. ODET, actively strives for a more diverse work environment and works with all executive branch agencies to increase diversity and cultural sensitivity among state employees. ODET also serves as the centralized resource for the education, training and development of state employees and agencies. Our instructor led classes, online courses, certificate programs, consultation services and other statewide programs are provided to support the agencies we serve in their mission to grow and develop employees of all types. We offer a variety of training and development programs to assist state employees of all levels with leadership skills, individual performance, skill building, and career development. Many of the courses offered, are designed not only to help employees meet minimum qualifications for advancement, but also to build the skills, competencies and sensibilities necessary to grow, learn, lead and serve the Commonwealth in a variety of different influential and leadership roles.

ODET is located at the Kentucky State Office Building, 501 High Street, 1<sup>st</sup> Floor, and Frankfort, KY 40601. For more information, contact: Tiffany N. Yeast, Executive Director, Office of Diversity, Equality and Training.

This administrative manual provides a guide for Commonwealth of Kentucky State agency employees to train and maintain a qualified workforce using the Commonwealth University Learning Management System commonly referred to as CommonwealthU.

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## Manager Guide

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### Table of Contents

#### General Navigation for Admins, Learners, Managers

<i>System Requirements .....</i>	<i>4</i>
<i>Organization Breakdown in MyPURPOSE.....</i>	<i>5</i>
<i>Logon Issues .....</i>	<i>6</i>
<i>Locating Personal Preferences and Setting Out of Office .....</i>	<i>7</i>
<i>Locating a User Transcript.....</i>	<i>8</i>
<i>Archiving a Training to Transcript .....</i>	<i>10</i>
<i>Searching for a Learning Object from Homepage .....</i>	<i>12</i>
<i>Using the Event Calendar.....</i>	<i>13</i>
<i>Learner Homepage.....</i>	<i>14</i>
<i>Requesting Training .....</i>	<i>15</i>
<i>Assigning Training to Direct Reports.....</i>	<i>17</i>
<i>Approving Training .....</i>	<i>18</i>

#### Reports

<i>Manager Reports.....</i>	<i>20</i>
<i>Manager Reports- Pending Request .....</i>	<i>21</i>
<i>Manager Reports- Training Progress Pie Chart.....</i>	<i>22</i>
<i>Manager Reports- Transcript Report .....</i>	<i>23</i>
<i>Training Hours Report .....</i>	<i>24</i>

#### To Report an Issue

<i>Issue Resolution .....</i>	<i>26</i>
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## *System Requirements*

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There are no hardware requirements, no software maintenance and no network administration required.

### **Minimum Desktop Requirements:**

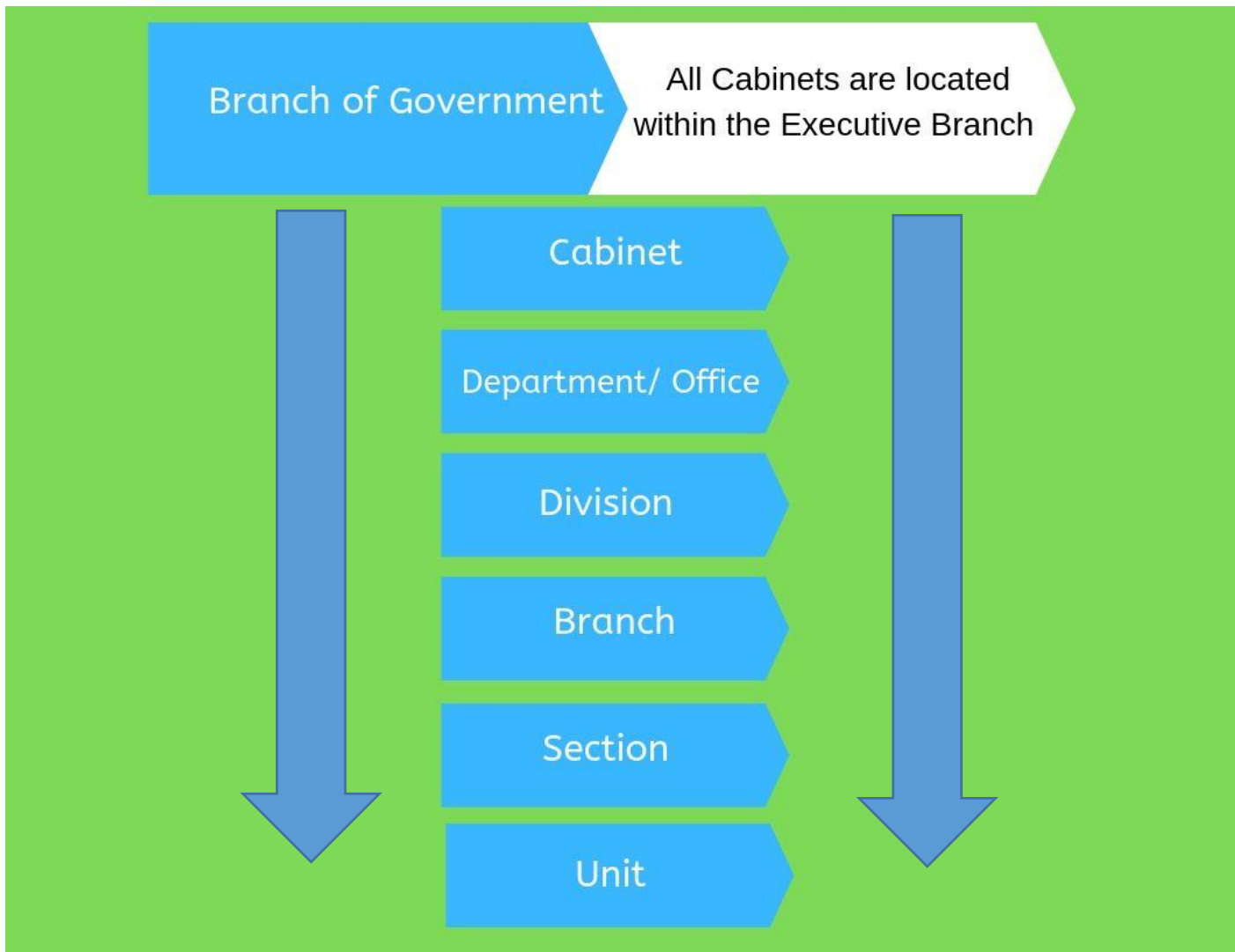
- **Browser Versions Supported Include:**
  - **Internet Explorer 11**
    - Internet Explorer 11 works best with MyPURPOSE, lower versions of IE will not be compatible. You must have pop up blocker turned off.
  - Firefox 4 and above
  - Safari 8 and above
  - Opera 27 and above
  - Microsoft Edge
  - **Google Chrome**
    - Google Chrome also works well with MyPURPOSE- the pop up blocker must be turned off and the Flash player enabled.
- **Browser Compatibility Settings and Security Requirements:**
  - Cookies and JavaScript are REQUIRED to be enabled.
  - Pop-up blocker must be disabled for the Cornerstone Application
- **Plug-ins**
  - The Performance and Succession platforms require Adobe Acrobat Reader to view reports that export to PDF. Adobe Acrobat Reader is also required to view training completion certificates. Additional plug-ins may be need to be enabled for users to access e-learning courses hosted on Cornerstone, such as Shockwave, Java, etc.
- **Mobile Device**
  - Mobile applications are available on devices running iOS 8 and above and Android 4.4 and above. Additionally Cornerstone is mobile browser accessible through Windows Phone 8 and above, iOS 8 and above, and Android 4.4 and above.

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## Organization Breakdown in MyPURPOSE

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The organizational breakdown in MyPURPOSE is structured very similar to the organization breakdown within KHRIS. Administrators and Coordinators will have the ability to select availability for Learning Objects based on the break down.



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## Logon Issues

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All password resets/ logon issues should go through the KOG helpdesk (Kentucky Online Gateway). ODET no longer has the ability to do password resets for production. **If the user receives the screen below they will need to use the Employee ID and the password that they log into their workstation with.**

**MYKY**  
MyKentucky.gov

Help | English

### State Employee Log In

Login with your Kentucky Online Gateway Employee Account.

Employee ID (KHRIS) [Forgot Employee ID](#)  
Enter KHRIS ID or Domain\Username

Password [Forgot/Reset Password?](#)  
Enter Password

Log In

**WARNING**

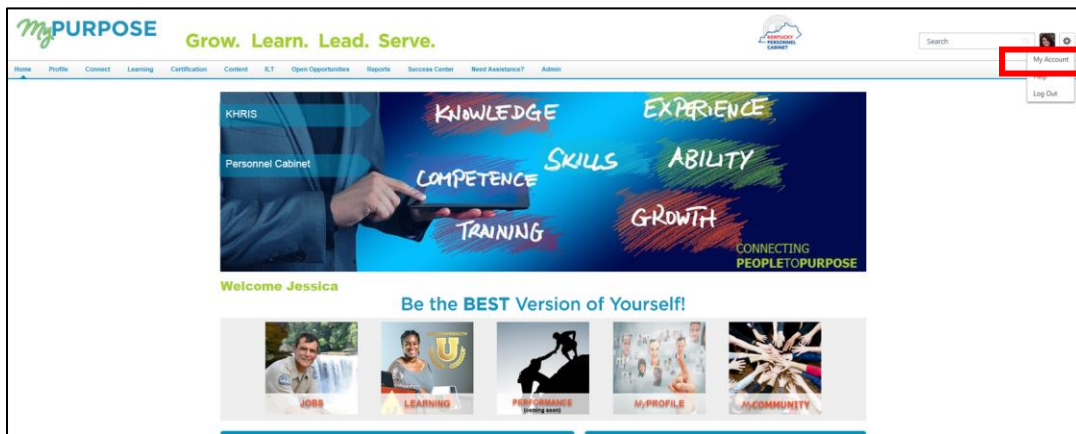
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

[Click here to select user account type](#)

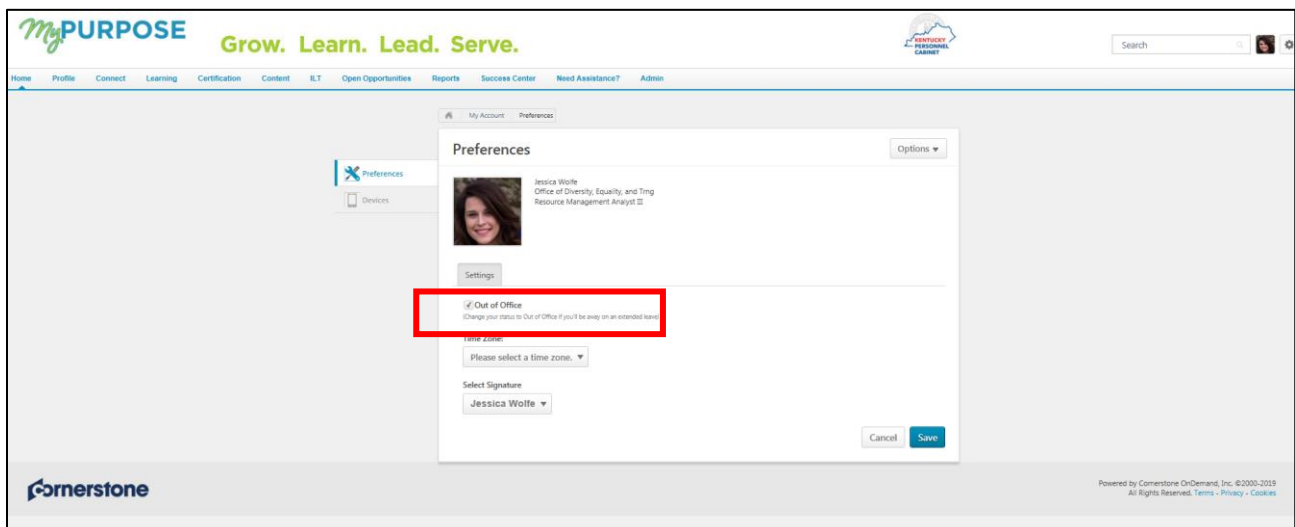
## Locating Personal Preferences and Setting Out of Office

Learners and Managers have the ability to edit their personal preferences and set their “Out of Office” in MYPURPOSE. Select this option to indicate that you are out of the office or absent for an extended leave. If the “Out of Office” functionality is checked and the user is a manager/approver with training requests to approve, the approval request is routed to the next person in the approval chain (if the approval process is required).

1. To set the “Out of Office” setting from the homepage select “Settings Icon.” From the drop down menu select “My Account.”



2. On the Preferences screen you will be able to update information, including your Time Zone, E-signature font and the “Out of Office” status. To enable the “out of office feature add a check mark in the indicator box. Select save.



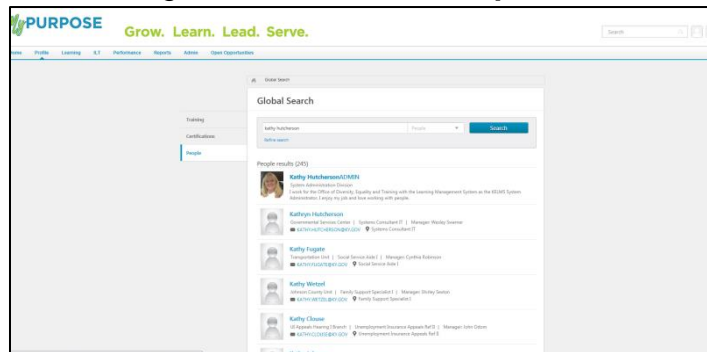
The out of office feature is now enabled. If the user is a manager and this option is enabled, all request from their employees will be directed to the next line supervisor, including pending requests. Managers that will be out on an extended leave, must enable this option within the system.

## Locating a User Transcript

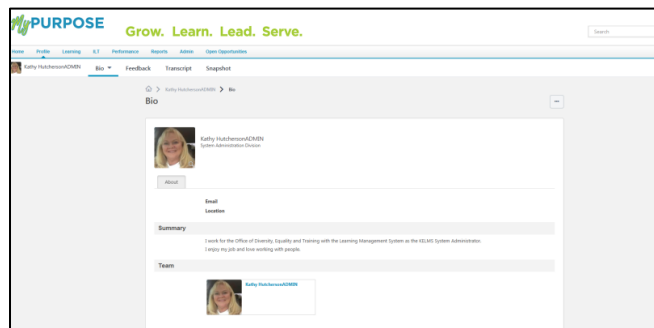
Locate the **Global Search** in the upper right corner of the screen. Enter the name or user id that you would like to find. (Once you have searched for the name of the user, you will need to change the filter to People)



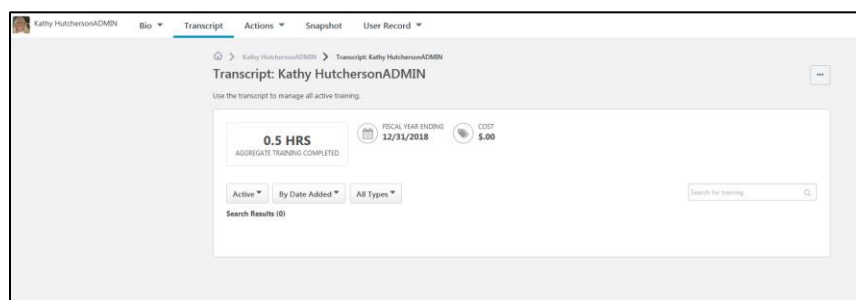
1. Global Search will return matching results under the **People** tab. Select the user's name.



2. To review the User Record, **select the User Name hyperlink**. Once selected, this will pull up the Universal Profile. The Universal Profile screen will show the general information from the account.



3. To view the user's transcript, **select Transcript** at the top of the page.
4. The Transcript page will show all completed and registered trainings. Trainings that have been completed will show at the top of the screen with total hours.

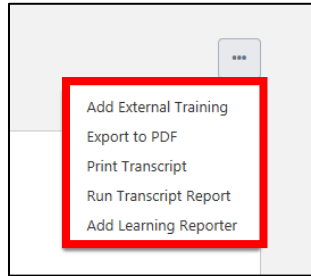


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## Locating a User Transcript

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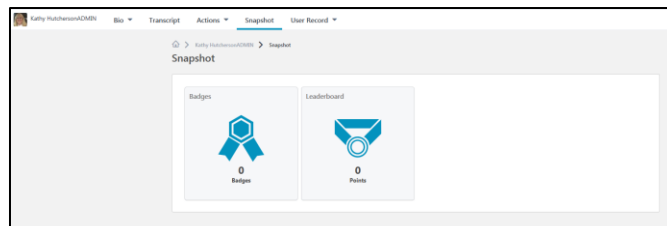
5. Training Transcripts can be exported to PDF by **selecting the ellipsis“...” tab.**



**From the drop down menu the options below will appear:**

- **Add External Training-** This option will allow you as a Training Coordinator to add a self-reported training to another user's transcript.
- **When to enter External Training**
  - External training should only be used for users that attended a training from an outside agency.
  - Trainings that are conducted by ODET should not be entered in as External Training. This includes CSE training classes.
  - Employees have the ability to record their own External Training. Managers must approve the training before it is completed on the transcript.
- **Export to PDF-** This option will allow the transcript to be reported to a PDF file. Each page of PDF must be printed individually. **ONLY EVENTS** will show on the PDF.
- **Print Transcript-** This option will print the training transcript.
- **Run Transcript Report-** This option will allow Coordinators and Admins to run a report exported out in to EXCEL. This option will pull up a report page, you must enter in the criteria that is desired. You must leave sessions off of the report to get an accurate amount of training hours.

6. From the Universal Record, there are several different options. The Snapshot tab will show you an overview of how many badges or points a user has earned. (Completions of trainings will allow users to earn badges or points to showcase on their profile.)



7. To Exit the user profile, **select My Purpose at the top of the screen.**

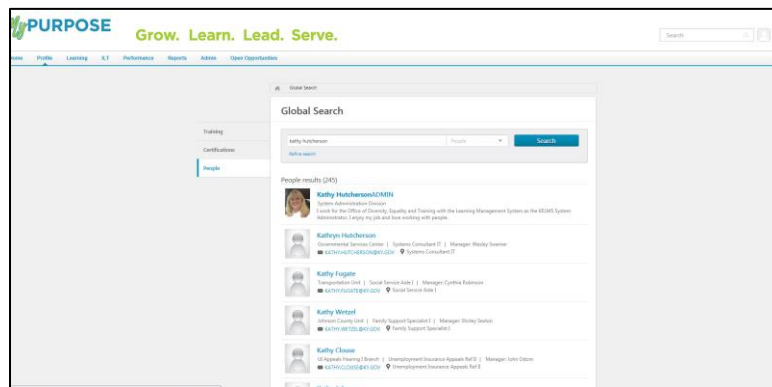
## Archiving a Training on User Transcript

Many times users may have training that no longer applies on their transcript. Users and Managers have the ability to archive the training to the transcript. This will still keep the record of the completed training, however it will remove it from the active transcript. To archive a training:

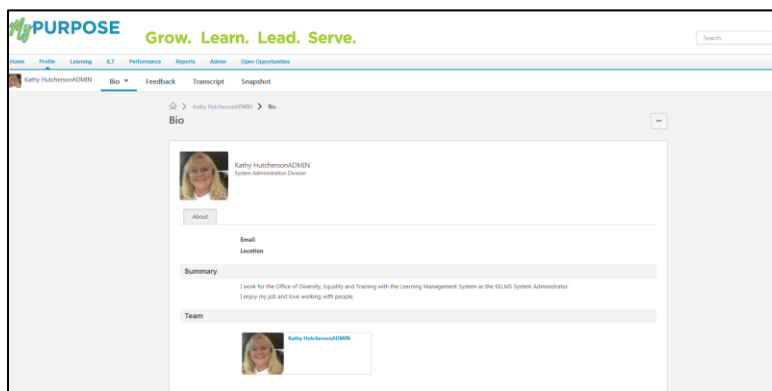
1. Locate the **Global Search** in the upper right corner of the screen. Enter the name or user id that you would like to find.



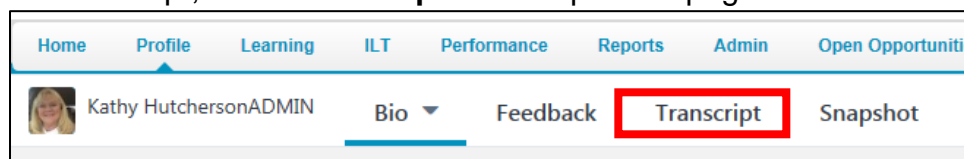
2. Global Search will return matching results under the **People** tab. Click on the user's name.



3. To review the User Record, **click on the User Name hyperlink**. Once clicked, this will pull up the Universal Profile. The Universal Profile screen will show the general information from the account.



4. To view the user's transcript, **click Transcript** at the top of the page.



## Archiving a Training on User Transcript

- Once on the transcript the Active trainings will show. Trainings can be moved to an archived state by click on view training details.

**ODET Business Writing (Starts 7/10/2018)**  
Due: No Due Date   Status: Cancelled

View Training D... ▼

- The Training details screen will show specific information regarding the entry on the users transcript. In the top right Admins and Coordinators should have the option to Move to Archived Transcript. Click Move to Archived Transcript.

7.

ODET Business Writing

Event: ODET Business Writing  
Edit Transcript Details

Mark Exempt Move to Archived Transcript

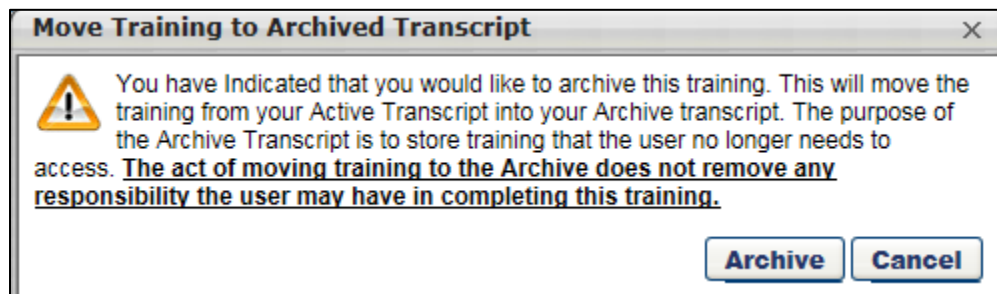
**Training Details**

Provider: Legacy  
Duration: 7 Hours 30 Min  
Description: Today people judge individuals and organizations on the proper use of the English language. Words are the foundation of our interaction with each other. They communicate definite impressions. This course looks at what you need to know before you write, how to write, and how to edit your words. During this workshop participants will look at sentence structure, the choice of words, and the tone of all interactions in written form. Business writing is different from the writing most students are taught. Managers expect a certain level of communication, and employees must demonstrate proficiency in the communication required for the position.  
Locator Number: 34056  
Subjects: Employee Development  
Training Topics:  
LEGACY ACTIVITY CODE:  
Training Contact: Cornerstone Admin [clientservices@cyberu.com](mailto:clientservices@cyberu.com)  
Student Roster: @ [View Student Roster](#)  
Registration Deadline: 7/10/2018 8:30 AM EST  
Schedule:

Day	Part Name	Description	Starts	Ends	Add to Calendar	Training Hours	Instructor	Location
Tuesday	1		7/10/2018 8:30 AM EST	7/10/2018 4:00 PM EST	Add to Calendar	6 Hour(s) 30 Minute(s)		Kentucky State Office Building - ODET Training Room 139A <a href="#">view map</a>

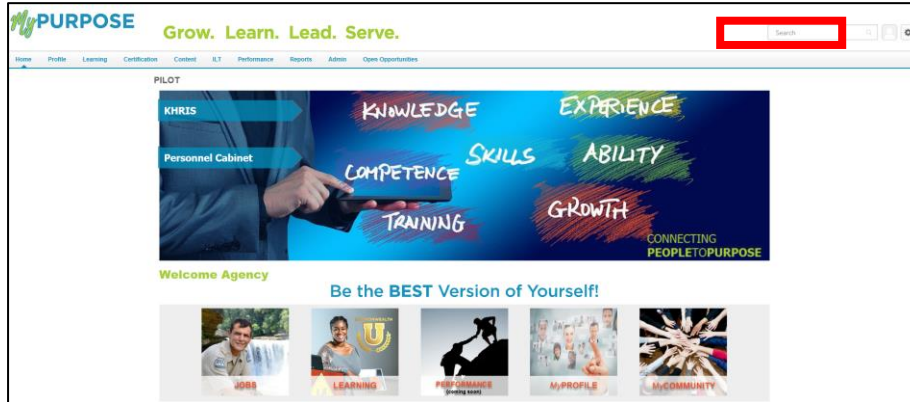
Event Custom Field Details  
LEGACY ACTIVITY CODE: 55790ILTPGDPSBW101

- A system message will appear to confirm the move to the Archived Transcript. Click archive. Users will no longer see this on their Active Transcript. Please note that this does not remove the training from the users record, it moves it to an archived state.

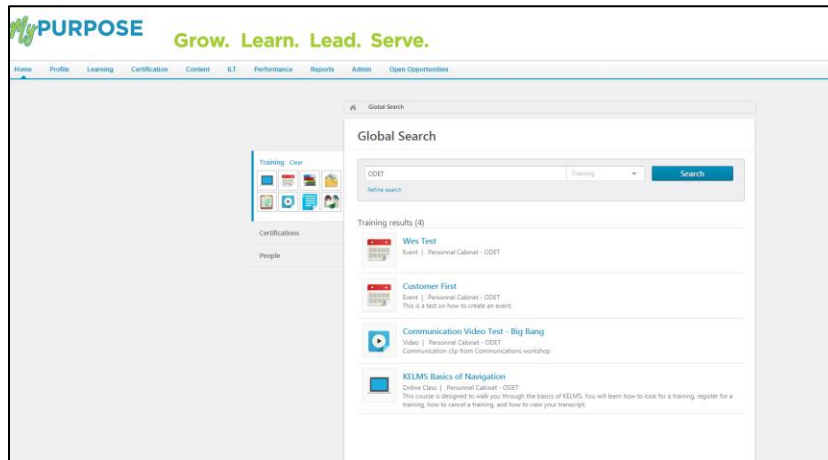


## Searching for a Learning Object from the MyPurpose Homepage

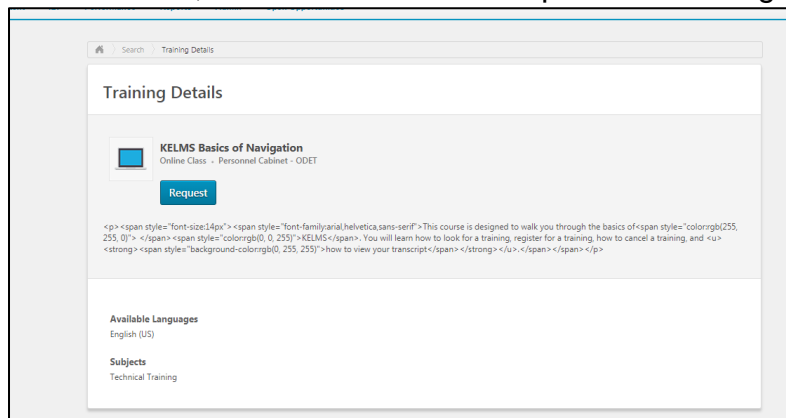
1. To search for a Learning Object, **select the Global Search Box.**



2. Type in the name of the training. This will pull back any matches.



3. **By selecting the course tile,** users will be able to request the training from this page.



## Using the Learner Event Calendar

Learners also have the ability to view upcoming training, using the Event Calendar will allow a quick glance at upcoming dates.

To access the Event Calendar hover over Learning> **select Event Calendar**.

A calendar view will show all upcoming training dates. Users will be able to select from the date or can switch over to an agenda view.

March, 2018 >						
All Events   My Events						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
25	26	27	28	1	2	3
4	5	6	7	8 Moving Kentucky Forward: Embracing Diversity & Inclusion in the Workplace (Sample) 1:00 PM EDT - Executive Branch Ethics Center (Sample)	9 Bridging the Generation Gap in the Workplace (Sample) 1:00 AM EDT - Executive Branch Ethics Center (Sample)	10
11	12 Anti-Harassment (Sample) 1:00 PM EDT - Executive Branch Ethics Center (Sample)	13	14 Bridging the Generation Gap in the Workplace (Sample) 1:00 AM EDT - Executive Branch Ethics Center (Sample)	15	16 Moving Kentucky Forward: Embracing Diversity & Inclusion in the Workplace (Sample) 1:00 PM EDT - Executive Branch Ethics Center (Sample)	17
18	19	20	21	22 Bridging the Generation Gap in the Workplace (Sample) 1:00 AM EDT - Executive Branch Ethics Center (Sample)	23	24
25	26	27 Bridging the Generation Gap in the Workplace (Sample) 1:00 AM EDT - Executive Branch Ethics Center (Sample)	28 Moving Kentucky Forward: Embracing Diversity & Inclusion in the Workplace (Sample) 1:00 PM EDT - Executive Branch Ethics Center (Sample)	29	30 Bridging the Generation Gap in the Workplace (Sample) 1:00 AM EDT - Executive Branch Ethics Center (Sample)	31

## Learner Homepage

The Learner Homepage allows users to have a quick glance at their transcript, subjects and more. The learner homepage is designed to give users suggestions for training opportunities, and allow for a detailed search for upcoming training events.

The screenshot displays the Learner Homepage for a user named Jessica. The interface is divided into several sections:

- Header:** Greeting "Hi Jessica! What would you like to learn today?" with a search bar labeled "Search for learning".
- User Profile:** Includes a profile picture, "129 Completions", "269 Hours", and "40 Badges".
- Your Subjects:** Lists "Compliance, Employee Development, Finance & Accounting, Health & Wellness, Leadership &..." with an "Edit" link.
- Your Playlists:** Shows "0 Created", "0 Followers", and "0 Followed" with a "Create New Playlist" button.
- Transcript:** Features a "View" link and a table with columns for "PAST DUE", "DUE SOON", and "ASSIGNED / NO DUE DATE", all showing "0".
- All done!:** A section with a sun icon stating "All assigned training has been completed. Learn something new or complete what you have started."
- Continue Learning:** A grid of four training cards:
  - "Creating an Ethical Culture" (Online Class, In Progress, Launch button)
  - "iSTEP for Non-Personnel Cabinet" (Online Class, Registered, Launch button)
  - "Using Data To Drive Diversity Awareness" (External Training, Registered, Mark Complete button)
  - "ODET Personal Accountability" (Session, Withdrawn, Select Session button)
- Inspired by Your Subjects:** A row of four subject-related cards: "Workplace Safety", "Workplace Safety", "Workplace Safety", and "OSHA".


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## Requesting Training

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MyPurpose is designed to allow users to enroll themselves for a variety of different learning objects. When a learner requests a session or course, an email notification is then sent to the manager requesting approval to attend/complete the training. Managers also have the ability to assign training to their direct reports. As training administrators and coordinators we should be encouraging learners and managers to navigate in the system to enroll or assign training.

- In the picture below you will notice that there is both a request and assign option. The assign option here will not assign the training to users. By clicking assign you are looking at those users that directly report to you. This is how managers would assign training to their employees.

**iSTEP for Non-Personnel Cabinet Users**  
Online Class • Personnel Cabinet - ODET • 2 hours

[Request](#) [Assign](#)

iSTEP is the Information, Security, Training, Education, Policies/Procedures Portal, it is a tool for awareness, training and understanding of policies and procedures for acceptable use and security data. In accordance with Personnel Cabinet policy and the need to ensure awareness of the Personal Information Security and Breach Investigation Procedures and Practices Act (KRS 61.931), the Personnel Cabinet requires that all users complete this training before access is granted to any of the Personnel Cabinet systems (KHRIS, COS, MyPurpose, Governors Non-Merit Candidate Portal) and then annually, in order to maintain access.

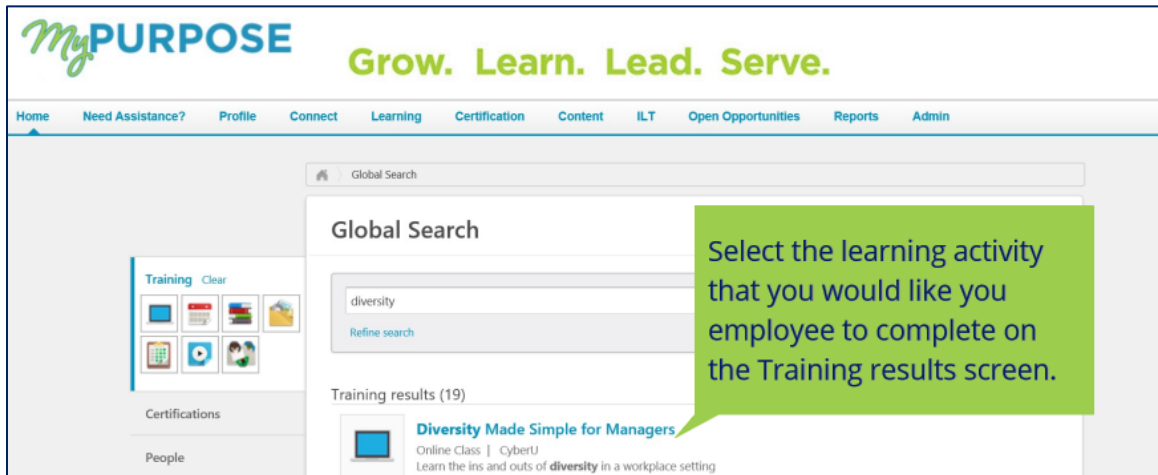
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## Assigning Training

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As a manager, you may want to assign a learning activity to an employee. CommonwealthU makes it easy.

1. To begin, search for an activity through the global search or learner home page. Type in the name of the activity or a key word in the search bar.




2. Training Details- here managers will be able to either request to attend the training themselves, or have their employees attend the training. This will only assign the training to those users that directly report to you.




## Assigning Training

- Managers will be able to see their direct reports on the Assign Training screen.


### Assign Training



**Diversity Made Simple for Managers**  
Online Class • CyberU • 13 minutes

Due Date 

Add a Comment

☐ Automatically register users

 Users who have the training already in their transcript are not included in this assignment

<input type="checkbox"/>	Direct Subordinates	Language Equivalency	Assignment History	Current Status	Include Subordinates
<input type="checkbox"/>	 Elizabeth Cram		0	None	<input type="checkbox"/>
<input type="checkbox"/>	 Jessica Wolfe		0	None	

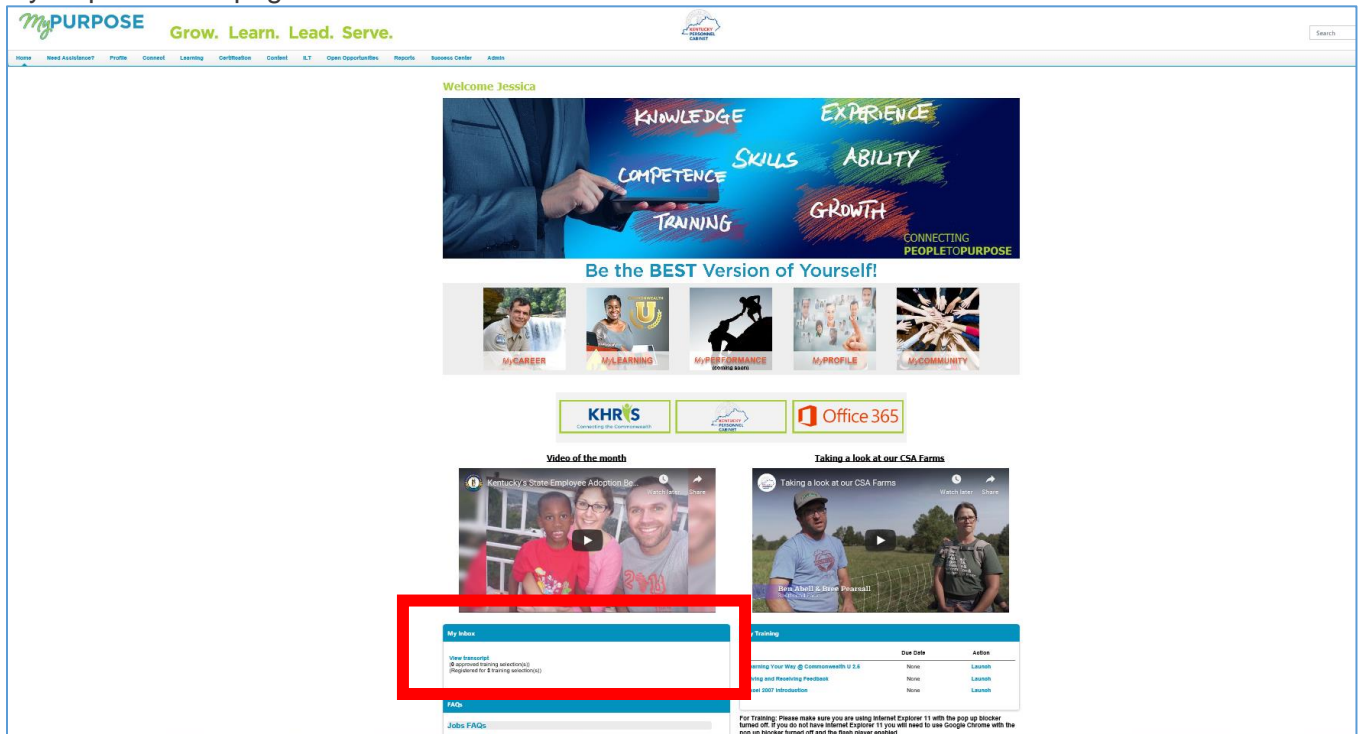
If the training is a part of this year's performance plan for the employee. You could select the end of the year as the due date. The comments section will allow you to enter a note that the employee will see with the assignment. It is recommended that you have a conversation with the employee prior to assigning the training. Assigning the training would serve as a follow up to that conversation. Next, select the subordinates that you wish to attend the training, you can select indirect subordinates if you wish. Select submit when you are finished this assignment is now complete. When your employee launches CommonwealthU, the event will show up in their due soon section.

# Approving Training

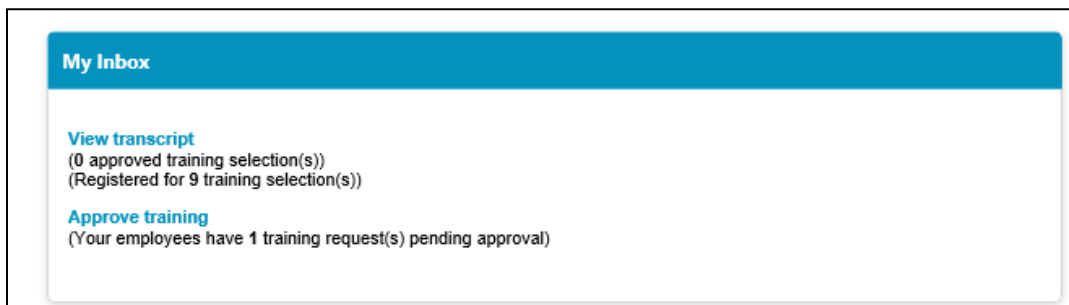
To approve training request for employees, managers must log into MyPurpose. There are two locations that training can be approved.

## From the MyPurpose Homepage

1. On the MyPurpose homepage, users will find the inbox widget. To locate this widget, scroll down on the MyPurpose homepage.



This widget will show any pending approvals that your employees have requested. By selecting Approve Training, managers will have the opportunity to approve or deny the training request.



2. Once the manager selects the Approve Training option, the screen will refresh to the View Pending Request page. Here, managers will have the ability to view the request that was submitted and select if the training will be approved or denied. Once the option has been selected, the system will prompt the manager to add any additional comments.

## Approving Training

**View Pending Requests**

View outstanding training requests you must approve, defer, or deny. Deferring a request will send the request to the next person in the approval chain for that employee. Click on the employee's name to view their transcript. If you would like others to make approvals on your behalf, you may share your approving permissions for users for whom you are the following:

**Training Pending Approval**

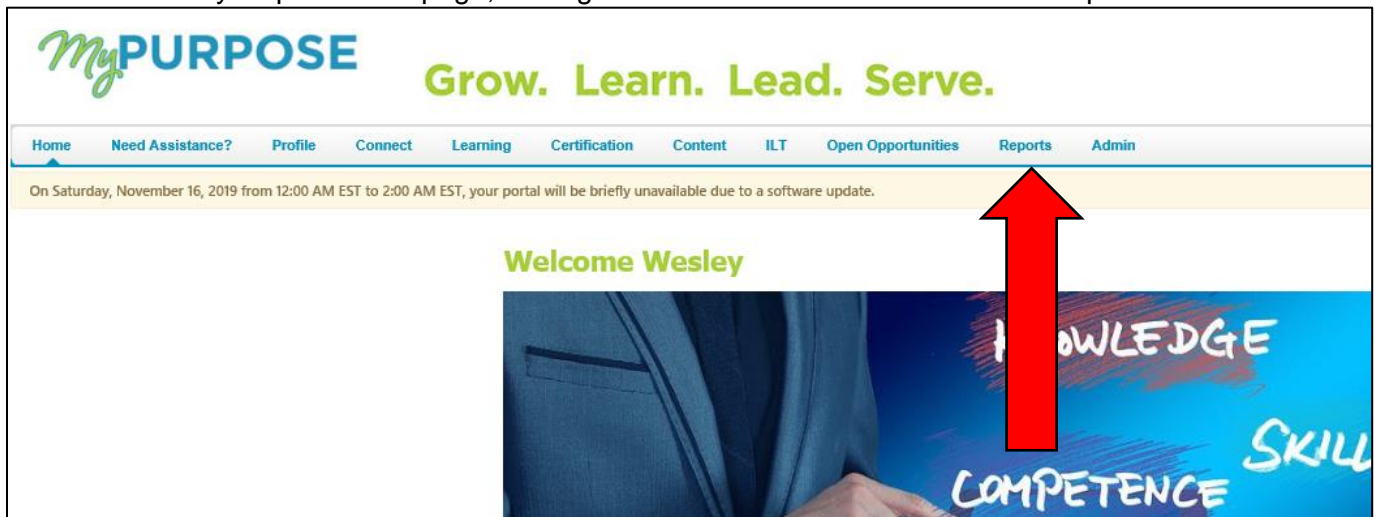
[Printable Version](#) [Export to Excel](#) (1 Result)

Requested By	Training	Type	Date	Purpose	Options
<b>Wolfe, Jessica</b> Office of Diversity, Equality, and Trng (Organization) Resource Management Analyst III (Position) Wesley Swamer (Manager)	COET- MyPurpose Training Administrator (Starts 11/16/2019)	Initial	11/13/2019 7:40 AM		

**PLEASE NOTE:** The Inbox Widget will only display the most recent requests. If a training request does not appear in the Inbox please review the second location for approving training request.

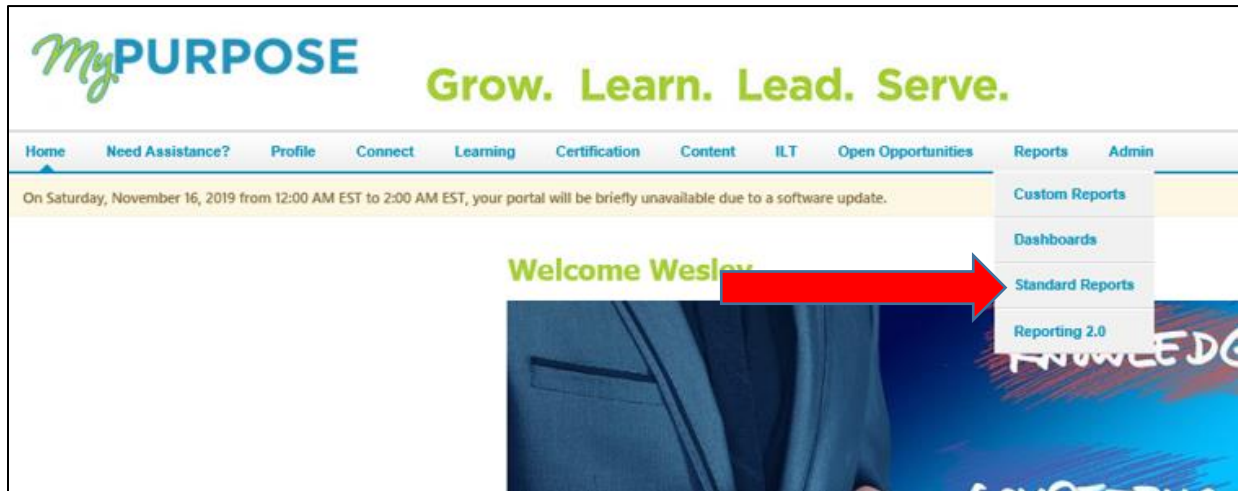
### Using Reports to Approve Training Request

1. From the MyPurpose homepage, managers will need to select the tab titled Reports.

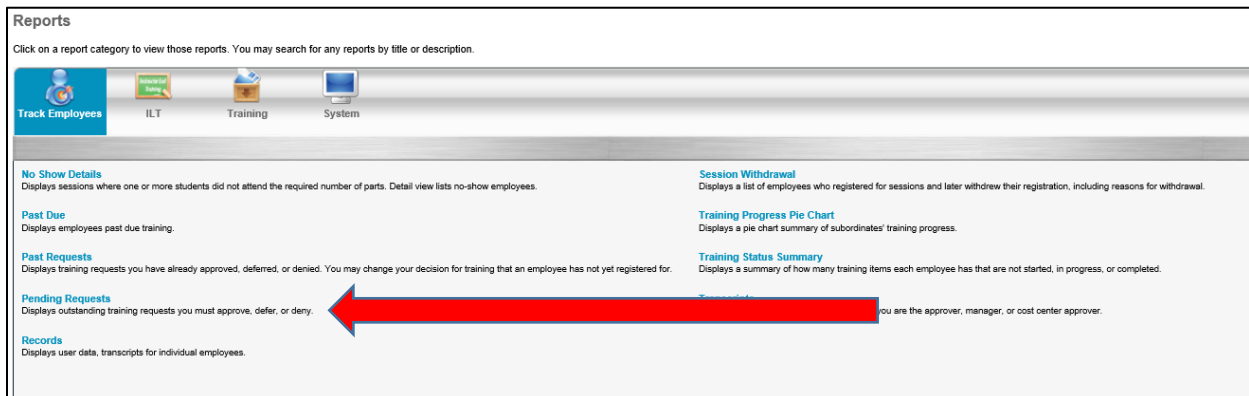


2. From the Reports drop down, the manager will need to select the option Standard Reports.

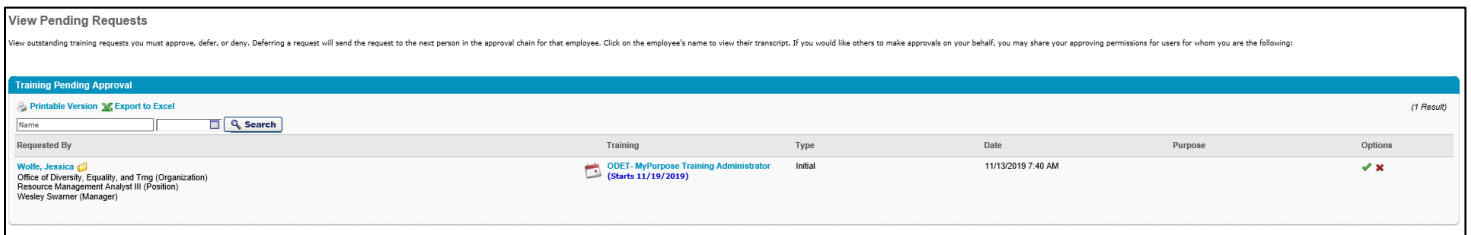
## Approving Training



- From the Standard Reports screen, managers will have the Track Employees tab. This tab contains several reports available for managers. To approve Training requests, managers will need to select Pending Requests.



- The screen will refresh to the View Pending Request page. Here managers will have the ability to view the request that was submitted and select if the training will be approved or denied. Once the option has been selected the system may prompt the manager to add any additional comments.



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## Manager Reports

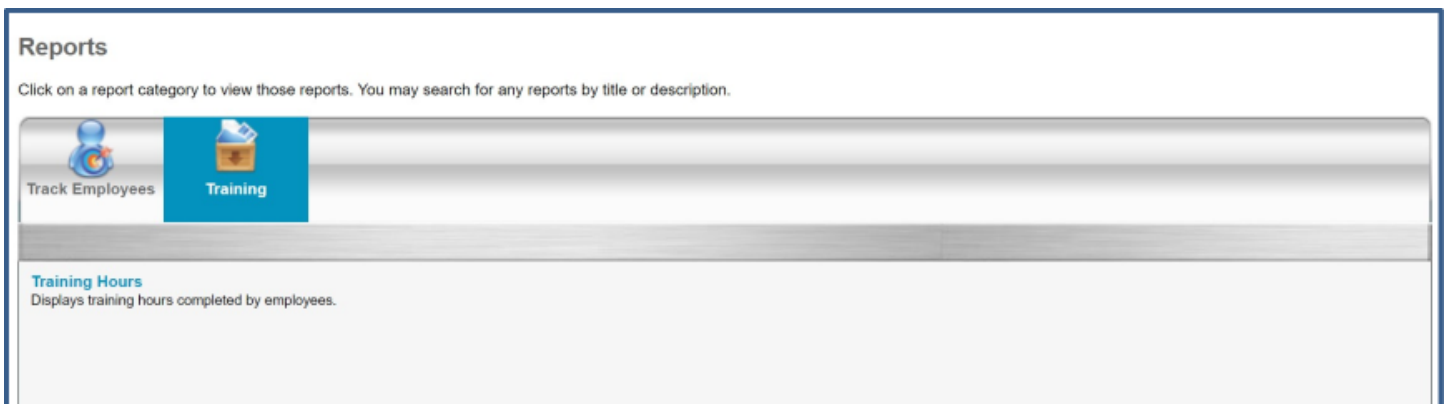
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Standard Reports allows managers to gather general information regarding training data. The Standard Reporting Tool will allow you to create, run and schedule reports to view agency progress. To use a Standard Report, it is important to know how to use filters and parameters to retrieve the needed information.

1. MyPurpose Homepage, Managers will have an additional tab titled Reports. From the drop down menu managers can select standard reports to retrieve more information regarding their employees training records.



2. Select Reports first- then select Standard Reports. Make sure you are on the Track Employees screen. There are a variety of reports available to you as a manager. We've highlighted some of the most beneficial in the next 3 lessons. To being select the report that you would like to learn more about.



## Manager Reports- Training Progress Pie Chart

1. As a manager there may be times you need to check all employees' status regarding a specific course. You can do that using the Training Progress Pie Chart.

**Training Progress Pie Chart**

**Report Criteria**

View training progress by status. To view training progress by status, click on the status of the pie to see a detailed breakdown of users with that status. To return to the overview of the pie, click on the pie.

**DATE CRITERIA**

Date Criteria: Last Year From: 1/1/2018 To: 12/31/2018

**ADVANCED CRITERIA**

Training Type: ☒ Online Class ☒ Event ☒ Quick Course ☒ Curriculum ☒ Test ☒ Session ☒ External Training ☒ Library ☒ Material ☒ Posting ☒ Video

Training Title: ISTEP for Personnel Cabinet Employees

Options: ☒ Hide Archived Training ☐ Include Indirect Subordinates

Display: ☒ All Training ☐ Assigned Training

Equivalent Training: ☐ Include users who have completed equivalent courses in the report.

Include Removed Training: ☐ Include training that was removed from user transcript

User Status: ☐ Include inactive users

[Search](#)

The advanced criteria will allow managers to further determine what information pulls back in the report. The following options will need to be configured:

- Training Type: this will pull back any learning object in the system that includes the training title.
- Training Title: Managers will be able to select an individual training title to report on. This will allow managers to report on their employee's completion of a specific training.
- Display: By selecting the all training option this will include any user that directly reports to the manager, with the training on the transcript.
- Equivalent Training- By selecting this option managers will also see any training that is the equivalent.
- Include Removed Training: This will show any user that has removed the training from the transcript.
- User Status: By selecting the user status managers will be able to report on users that are active or inactive in the system.

2. Once the report has processed managers will receive information regarding their direct reports. This data can also be exported to an excel spread sheet



## Manager Reports- Transcript Report

3. As a manager you will have the responsibility to view your employees training transcripts. The Transcript Report will allow managers the ability to review each of their employees training.

### Transcripts

View transcripts of employees for whom you are the approver, manager, or cost center approver.

« Previous 15 of 5 Next »

Employees			
NAME	DIVISION / POSITION	COST CENTER	VIEW TRANSCRIPT
Barber, Darlene	Training and Employee Development Branch:Performance Consultant I		<a href="#">View</a>
Cram, Elizabeth	Training and Employee Development Branch:Consulting Services Manager		<a href="#">View</a>
Crawford, Mary	Training and Employee Development Branch:Performance Consultant I		<a href="#">View</a>
Hawkins, Jeanna	Training and Employee Development Branch:Performance Consultant III		<a href="#">View</a>
Wolfe, Jessica	Office of Diversity, Equality, and Tmg:Resource Management Analyst III		<a href="#">View</a>

## Training Hours Report

Managers will have access to the Training tab located under Standard Reports. This tab will allow managers to access the Training Hours Report. This report will display the total number of training hours completed by their direct reports.

**Report Criteria**  
Displays training hours completed by employees.

**DATE CRITERIA**  
Date Criteria: Select From: 1/1/2020 To: 1/16/2020

**USER CRITERIA**  
User Criteria: The availability criteria that you select will only include employees who meet the following criteria: (User is or below Alexa Perry or User is or below Tracy Gritton or User is or below Larissa Rhody)  
Users

**ADVANCED CRITERIA**  
Training Type: All  
Provider: All  
Recurring Training: ☐ Include all records of this training on a transcript. If unchecked only the most recent registration will be included.  
Group By: ☒ Do not Summarize ☐ Summarize by Training Type ☐ Summarize by Provider ☐ Summarize by User  
Status: ☒ Registered ☒ In Progress ☒ Completed ☒ Incomplete ☒ Pending Completion Approval  
☒ Registered / Past Due ☒ In Progress / Past Due ☒ Completed (Equivalent) ☒ Incomplete / Past Due ☒ Pending Evaluations  
User Status: ☐ Search all inactive users

**OUTPUT**  
[Printable Version](#) [Export to Excel](#)

1. When setting the date range managers have the ability to set this for a particular period, or for the full year. The drop down filter will provide a full list of options.

**Training Hours Report**

**Report Criteria**  
Displays training hours completed by employees.

**DATE CRITERIA**  
Date Criteria: Select From: 07/01/2019 To: 12/31/2019

## Training Hours Report

- Managers will have the ability to see their direct reports by setting the user criteria field to "Users." Once this has been set managers can then use the call out icon to select which employee to view.

The screenshot shows the MyPURPOSE 'Training Hours Report' page. The 'Report Criteria' section indicates it displays training hours completed by employees. Under 'DATE CRITERIA', the date range is set from 1/1/2020 to the present. Under 'USER CRITERIA', the 'User Criteria' dropdown is set to 'Users'. A pop-up window titled 'Select User' is open, showing search filters and a table of search results.

**Select User**  
Search is limited to 1000 records only

**Search**

Last Name:  ID:  Manager's Last Name:   
First Name:  User Name:

(46 Results) 1 2 3 4 5 >

**Search Results**

ADD	NAME	IDENTIFIER	ID	USER NAME	MANAGER
+	Anderson, Jill	Division of Technology Services (Organization) Contractor (Position) Robbie Perkins (Manager)	VJ0208	VJ0208	Perkins, Robbie
+	Angel, John	Systems Integration Branch (Organization) Systems Engineer IT (Position) Neil Popplewell (Manager)	SMW0026	SMW0026	Popplewell, Neil

- Under the Advanced Criteria option managers will need to leave the Training Type set to all, and Provider set to all. This will allow all training to be pulled into the report. **The Group By option can be set to summarize by user.** If only the completed training is desired all statuses will need to be removed except for completed. Once set managers can export to Excel.

The screenshot shows the 'ADVANCED CRITERIA' section of the report. The 'Training Type' is set to 'All' and the 'Provider' is set to 'All'. The 'Recurring Training' checkbox is unchecked. The 'Group By' dropdown is set to 'Summarize by User', highlighted with a red arrow. The 'Status' section has checkboxes for 'Registered', 'In Progress', 'Completed' (checked), 'Incomplete', and 'Pending Completion Approval'. The 'User Status' section has checkboxes for 'Registered / Past Due', 'In Progress / Past Due', 'Completed (Equivalent)' (checked), 'Incomplete / Past Due', and 'Pending Evaluations'. The 'User Status' checkbox 'Search all inactive users' is unchecked.

**ADVANCED CRITERIA**

Training Type:   
Provider:   
Recurring Training: ☐ Include all records of this training on a transcript. If unchecked only the most recent registration will be included.  
Group By:   
Status: ☐ Registered ☐ In Progress ☒ Completed ☐ Incomplete ☐ Pending Completion Approval  
☐ Registered / Past Due ☐ In Progress / Past Due ☒ Completed (Equivalent) ☐ Incomplete / Past Due ☐ Pending Evaluations  
User Status: ☐ Search all inactive users

**OUTPUT**

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## Issue Resolution

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### **Training Administrators are the first point of contact for Training Coordinators, and users at agencies**

- The TFS ticket system is designed to allow users to report any technical issue that they may have while in the system.
- TFS tickets should not be logged for agency specific questions. These questions should be fielded by coordinators and administrators.
- TFS site can be accessed through MyPurpose. Once the TFS Site has populated, users are encouraged to provide as much detail as possible regarding the issue they are experiencing.

○

Welcome Jessica

Be the BEST Version

JOBS

LEARNING

PERFORMANCE (coming soon)

My Inbox

View transcript  
(0 approved training selection(s))  
(Registered for 0 training selection(s))

FAQs

Jobs FAQs

Learning FAQs

Performance FAQs

MyPROFILE FAQs

MyCOMMUNITY FAQs

System Requirements & Miscellaneous

Click here if you have questions or need assistance

Do you have any questions?  
Having issues with our site?  
Let us know.

Full Name:

Full Name

Email:

Email Address

Phone#:

Phone Number

Area of concern:

Upload attachment:

Browse...

This site supports the following browsers: Microsoft Edge, Internet Explorer 11+,  
Apple Safari 10 and later, Latest Mozilla Firefox and Latest Google Chrome.

Submit!



Office of Diversity,  
Equality, & Training